



# Procurement Transformation

WORKING TOGETHER TO IMPROVE PROCUREMENT IN NORTH CAROLINA

## Message from the Project Manager

The last few weeks have been both chaotic and exciting as we prepared for the Statewide Purchasing Conference, the first such gathering of procurement professionals in five years.

First the good news: As reported by State Purchasing Officer Sam Byassee on Page 2, feedback from the conference was very positive. More than 200 procurement professionals from across the state attended the day and a half event, which fostered active engagement and provided networking opportunities for colleagues who don't often have the chance to see one another.

For those of you who were unable to join us at the Statewide Purchasing Conference, we have [posted all presentations online](#) for your information and benefit.

This is usually where one says, *and now the bad news* – but we really don't have any. We are plugging away at policy, modifying solicitation documents, shaping job classifications and relevant procurement training. We're also developing manuals for contract administration and compliance and job aids to assist with administering and tracking compliance of contracts.

Additionally, we are

reaching out to department leaders to formally assign Change Agents who will communicate support for comprehensive realignment of procurement functions at the agency level and help made change happen within the organization

As always, thank you for all you do to support efficient and cost-effective procurement for our citizens, and thanks also to those who have volunteered to assist in the transformation process moving forward. We appreciate and value your input.



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## Survey polls statewide purchasers

The [link to an online survey](#) regarding Procurement Transformation has been sent to state purchasers.

The data will be collected anonymously and analyzed for the purpose of getting a snapshot regarding how purchasers gained their jobs skills, what resources (manuals, training) would be useful, and

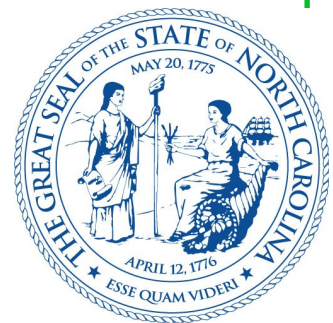
**Click [here](#) to complete the online survey for statewide purchasers by midnight May 11.**

what perceptions are regarding the overall process.

The survey should take less than 10 minutes to complete. It does not include individual

names or emails, though it does ask the agency for which you work. At the end, there is an option where additional comments may be submitted.

The survey will close at midnight May 11. We will share outcomes in the next issue of this newsletter.



We were gratified to see that the most common comment was that we ought to conduct this conference annually.

## Conference feedback positive

**By Sam Byassee**  
State Purchasing Officer

When planning the State-wide Purchasing Conference held April 24-25 at the McKimmon Center in Raleigh, we tried to put ourselves in the shoes of colleagues who manage purchasing responsibilities for a diverse collection of state agencies.

Among the considerations:

- What could we present that would be worth your time and travel?
- How could we update you regarding what we view as important elements of Procurement Transformation while allowing time to respond to *your* priorities?

Well, judging by the survey responses of participants, we mostly hit the mark on providing a balanced presentation that was deemed useful. Indeed, we were gratified to see that the most common comment was that we ought to conduct this conference annually.

Nearly half of our attendees provided comments, and just four people indicated our performance as “poor” for any aspect of the conference. To those who were disappointed – as well as those who viewed it as time well spent – I pledge that we will put even more effort into presenting relevant information and from state and national experts in the future. We are committed to holding these events on a regular basis.

One consistent criticism received regarded the lack of printed handouts for note-taking during presentations. All presentations are now posted at <http://www.doa.nc.gov/procurement/resources.aspx>. We will do our best to have presentations posted in advance next time.

There are no specific plans at present for a similar gathering, but opportunities are bound to result from continued Procurement Transformation. This newsletter is one way that we will communicate with purchasers regarding progress and future activities. Please share this resource with colleagues you think will find it of interest.

## Change Agents to boost message, consensus

Requests were sent this week to state agency executives for Purchasing Directors to serve in an essential role as Change

Agents to convey important communications to affected purchasing staff, as well as participate in the initial tier of a Governance structure.

State agencies have generously committed time and resources throughout the Procurement Transformation process, most nota-

bly making key staff members available for active working groups that are addressing specific aspects of procurement.

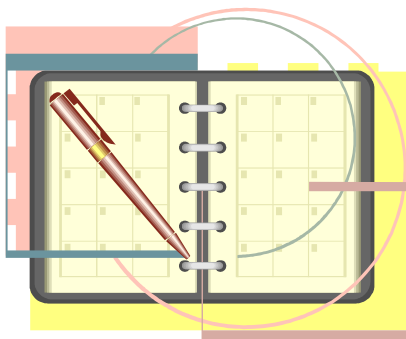
The Change Agent role is a high-level responsibility best addressed by the agency Purchasing Officer. In addition to communicating timely, factual information to staff, they will participate in occasional meetings regarding decisions that will affect agencies statewide.

Perhaps more importantly, as the leader in an agency's procurement organization,

Change Agents will help see that changes are implemented where needed and appropriate, provide feedback to us when there are issues, and share ideas that may be beneficial to other agencies.

The first meeting of the Change Agent group will be held in late May or early June. Details will follow soon.

Change Agents should plan to attend and be prepared to discuss or submit any agency-specific concerns they may have.



**The Statewide Purchasing Conference was held April 24-25 at the McKimmon Center.**

**To view presentations, visit:**

**<http://www.doa.nc.gov/procurement/resources.aspx>.**



Terry Doumkos, who led Georgia's successful procurement transformation project, delivered the luncheon address.



"Your role as a state purchaser has never been more important," said Administration Secretary Moses Carey as he welcomed more than 200 attendees to the conference.



State Purchasing Officer Sam Byassee (right) responds to procurement inquiries during the Statewide Purchasing Conference.

**Moses Carey Jr., Secretary**  
**Anne Bander, Chief Operating Officer**  
**Speros Fleggas, Senior Deputy Secretary**  
**Sam Byassee, State Procurement Officer**  
**Jocelyn Thornton, Project Manager**

**Working Group Facilitators:**

**Patti Bowers, Governance**  
**Ann Cobb, Staff Organization and Training**  
**Angie Dunaway, Policies and Procedures**  
**Jill Warren Lucas, Communications and Change Management**  
**Jim Westbrook, Strategic Sourcing**  
**Karen Woodall, Contract Management and Compliance**



# Procurement Transformation



"Government Procurement is a trust," said Chief Information Officer Anne Bander. "You are all stewards of the taxpayers' money ... and you are the ones entrusted to administer procurement in a fair, even-handed manner so that businesses have a fair opportunity to provide goods and services to the state."



"We need your feedback. End users are the one who will help us the most," said Procurement Transformation Project Manager Jocelyn Thornton. "We know different agencies have different needs, but we have a responsibility to standardize processes."

At least 200 purchasers from across North Carolina attended the first Statewide Purchasing Conference held in five years.



**Procurement Transformation** is an online publication of the Division of Purchase and Contract, N.C. Department of Administration. Additional information may be found online at <http://www.doa.nc.gov/procurement/>.

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